



# ***Freedom of Information Act***

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## *FOIAonline Part 1*



LT Doug Lipe

Current as of 10 July 2015



# *Objectives*

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- ✓ Introduction
- ✓ Account Creation
- ✓ System Orientation
- ✓ Case Management
- ✓ In-Processing FOIA Requests
  - ✓ Phases of FOIA Processing
  - ✓ Fee Waiver & Expedited Processing Requests
- ✓ Processing a Request
  - ✓ Estimating Cost & Tracking Fees
  - ✓ Stopping the Clock
  - ✓ Extending Due Date
  - ✓ Reassigning Requests
  - ✓ Creating Tasks, Correspondence, & Comments



# *Deciphering FOIAonline*





# *Introduction to FOIAonline*

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- February 2014 – By DONCIO Directive, **FOIAonline** is the **mandatory** FOIA request processing database.
- The FOIA/PA Tracker (“NAVSEA Tool”) is no longer authorized nor supported.
- All metrics - *including Annual Report data* - will be derived from FOIAonline.

**\*\* Bottom Line– you must account for your cases in  
FOIAonline \*\***



# FOIAonline Directive



DEPARTMENT OF THE NAVY  
CHIEF INFORMATION OFFICER  
1000 NAVY PENTAGON  
WASHINGTON DC 20350-1000

12 December 2013

MEMORANDUM FOR DIRECTOR NAVY STAFF  
DIRECTOR, MARINE CORPS STAFF


Subj: DEPARTMENT OF THE NAVY IMPLEMENTATION OF FOIAONLINE

Effective 1 February 2014, all new and open Department of the Navy (DON) Freedom of Information Act (FOIA) requests will be processed through the FOIAonline tracking and management tool. This web-based tool, managed by the Environmental Protection Agency (EPA) and used by several Federal agencies, will provide a cost effective shared service that automates the tracking and reporting associated with FOIA processing.

Per standard practice, appropriate redactions will be applied prior to document release. Exceptions to releasing specific documents to the FOIAonline repository may be granted on a case-by-case basis by the applicable Navy or Marine Corps FOIA office.

FOIA offices currently using the Naval Sea Systems Command e-FOIA tool and commands that are employing other FOIA tools or methods will continue using their respective system until 31 January 2014.

Training information, including dates for web-based training via Defense Connect Online, will be provided under separate correspondence. My points of contact for FOIAonline implementation are Ms. Suzette Buttram, [suzette.buttram@navy.mil](mailto:suzette.buttram@navy.mil), (703) 695-1970 and Mr. Steve Muck, [steven.muck@navy.mil](mailto:steven.muck@navy.mil), (703) 695-1297.

  
Terry A. Halvorsen  
Department of the Navy  
Chief Information Officer

Copy to:  
DON/AA  
CNO (DNS-36)  
OPNAV N2/N6  
HQMC C4  
HQMC (ARSF)  
NAVSEASYS COM



# *Account Creation*

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- Contact either OPNAV (DNS-36) or DONCIO
  - DNS-36
    - [donfoia-pa@navy.mil](mailto:donfoia-pa@navy.mil)
    - 202-685-0412
  - DONCIO FOIA Public Liaison – Mr. Chris Julka
    - [DONFOIAPublicLiaison@navy.mil](mailto:DONFOIAPublicLiaison@navy.mil)
    - 703-695-1970
- Logging in
  - CAC USERS  
<https://foiaonline.regulations.gov/foia/action/registered/home>. **Select your "DoD Email" certificate** to proceed to FOIAonline.
  - NON-CAC USERS  
<https://foiaonline.regulations.gov/foia/action/public/home>. At the top of the window, there will be an area to input your login email and password.





# System Orientation

To conduct an advanced search for a request.

To generate performance and status reports for your command

To configure your agency & sub agency settings.

To configure your account settings.

To view cases assigned to YOU

To view cases submitted to your command

To input a new  
- Request  
- Consultation  
- Referral

The screenshot displays the FOIAonline Agency Portal interface. At the top, there is a navigation bar with links for [Glossary](#), [FAQs](#), [Resources](#), and [About](#). Below this is a main navigation bar with tabs for [Home](#), [Search](#), [Reports](#), [Administration](#), and [My Account](#). A search bar on the right of the main navigation bar contains the text "Search FOIA requests...".

On the left side, there is a sidebar menu with the following options: [My Cases](#), [Unassigned Cases](#), [Assigned Cases](#), [New Request](#), [New Consultation](#), and [New Referral](#). Red arrows point from the callout boxes to these specific menu items.

In the center of the page, there is a red banner with the text: "FOIAonline will undergo infrastructure maintenance and be unavailable from 12pm (ET) through 6pm (ET), Saturday, July 11." Below this banner, the text reads: "Welcome to the FOIAonline Agency Portal. The Agency Portal allows users to view requests created by the public and create requests which were received outside the system. Access existing requests through the My Cases, Unassigned Cases, or Assigned Cases dashboards to the left of the page, or the 'Search FOIA requests...' box in the upper-right corner. Likewise, requests, consultations (from a non-participating agency), and referrals (from a non-participating agency) can be created using the corresponding actions to the left of the page."

At the bottom of the page, there is a footer with the following text: "Help Desk (8:00 am - 6:00 pm ET, M-F) | Toll-Free: (844) 238-7744 | Local: (970) 494-5506 | [Email Support](#) | [Privacy and Security Notice](#) | [Accessibility Statement](#)".



# Case Management

- DNS-36 recommends logging into your account at least once per week to monitor new and ongoing cases.
- Check your “Unassigned Cases” to determine if new cases have been submitted or reassigned to your command.

\*\* You can sort your cases by left-clicking any of the column headings.

The screenshot displays the FOIAonline web application. The top navigation bar includes links for Glossary, FAQs, Resources, and About. Below this is a main menu with Home, Search, Reports, Administration, and My Account. A search bar on the right prompts the user to 'Search FOIA requests...'. On the left side, under 'My Cases', there are links for Unassigned Cases, Assigned Cases, New Request, New Consultation, and New Referral. The main content area is titled 'Unassigned Cases' and shows a list of 21 items. The list is filtered by Agency 'NHHC' and Filter 'All'. The table columns are Assign, Tracking Number, Type, Requester, Submitted, Due, and Detail. The data rows show various case numbers and dates.

Assign	Tracking Number	Type	Requester	Submitted	Due	Detail
<input type="checkbox"/>	DON-NAVY-2015-007335	Request	[REDACTED]	07/08/2015	TBD	<a href="#">Detail</a>
<input type="checkbox"/>	DON-NAVY-2015-007326	Task	[REDACTED]	07/07/2015	07/07/2015	<a href="#">Detail</a>
<input type="checkbox"/>	DON-NAVY-2015-006903	Task	[REDACTED]	06/18/2015	06/18/2015	<a href="#">Detail</a>
<input type="checkbox"/>	DON-NAVY-2015-006866	Task	[REDACTED]	06/18/2015	06/18/2015	<a href="#">Detail</a>
<input type="checkbox"/>	DON-NAVY-2015-006540	Task	[REDACTED]	06/04/2015	06/04/2015	<a href="#">Detail</a>
<input type="checkbox"/>	DON-NAVY-2015-005682	Task	[REDACTED]	04/30/2015	04/30/2015	<a href="#">Detail</a>
<input type="checkbox"/>	DON-NAVY-2015-004980	Request	[REDACTED]	04/02/2015	04/30/2015	<a href="#">Detail</a>
<input type="checkbox"/>	DON-NAVY-2015-003700	Task	[REDACTED]	02/23/2015	03/05/2015	<a href="#">Detail</a>
<input type="checkbox"/>	DON-NAVY-2015-003623	Task	[REDACTED]	02/15/2015	02/15/2015	<a href="#">Detail</a>
<input type="checkbox"/>	DON-NAVY-2015-001324	Request	[REDACTED]	11/21/2014	12/22/2014	<a href="#">Detail</a>





# *Pop Quiz!*

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- ☐ Where can I find cases submitted to or reassigned to my command (but not directly to me)?
  - a) “My Cases” Tab
  - b) “Assigned Cases” Tab
  - c) “Unassigned Cases” Tab
  - d) But if I don’t click any of them, I can pretend I never received it, right?
  
- ☐ **Answer: C**



# Processing FOIA Requests

- FOIA Requests must be assigned to a caseworker to be processed and closed.

- Cases become “**red flagged**” when they are *20 working days* overdue.
- You may also sort your cases by any of the column headings

- A list of cases may be generated in Excel or csv format.

The screenshot displays the FOIAonline web application. The top navigation bar includes links for Glossary, FAQs, Resources, and About. Below this is a main menu with Home, Search, Reports, Administration, and My Account. A search bar on the right allows users to search for FOIA requests. The left sidebar contains a 'My Cases' section with links to My Cases, Unassigned Cases, Assigned Cases, New Request, New Consultation, and New Referral. The main content area shows a table of cases under the heading 'My Cases'. The table has columns for Tracking Number, Type, Track, Requester, Assigned, Due, Status, and Detail. A red arrow points from the 'red flagged' text in the first bullet point to the first case in the table, which is marked with a red flag icon. Another red arrow points from the 'A list of cases may be generated in Excel or csv format.' text to the 'Export options: CSV | Excel' link at the bottom of the table.

Tracking Number	Type	Track	Requester	Assigned	Due	Status	Detail
DON-NAVY-2012-000056	Request	Complex	[REDACTED]	09/03/2014	07/25/2012	Research Records	
DON-NAVY-2014-007840	Request	Complex	[REDACTED]	08/07/2014	09/02/2014	Assignment Determination	
DON-NAVY-2014-008970	Request	Complex	[REDACTED]	09/03/2014	09/10/2014	Assignment Determination	
DON-NAVY-2015-000709	Task	Complex	[REDACTED]	10/29/2014	10/29/2014	Assignment Determination	
DON-NAVY-2015-000709	Request	Complex	[REDACTED]	10/29/2014	12/12/2014	Assignment Determination	
DON-NAVY-2015-007331	Task	Complex	[REDACTED]	07/08/2015	07/08/2015	Assignment Determination	
DON-NAVY-2015-007331	Task	Complex	[REDACTED]	07/08/2015	07/18/2015	Assignment Determination	
DON-NAVY-2015-007331	Request	Complex	[REDACTED]	07/08/2015	08/05/2015	Assignment Determination	

8 items found, displaying all items.

Export options: CSV | Excel



# *Phases of Processing*



- 1) **Submitted** – The request for records has been submitted to the agency and is awaiting review.
- 2) **Evaluation** – The agency is in the process of reviewing the request to determine if the description of records is sufficient to process.
- 3) **Assignment** – The agency is routing the request for records to the appropriate agency employee to search for records and process the request.
- 4) **Processing** – An agency employee is searching for records, assessing potential responsive records, making necessary redactions, and coordinating with other agency employees.
- 5) **Closed** – The request for records has been processed and any responsive records have been released to the requester and/or public, as appropriate.

*Requesters with FOIAonline accounts can see what phase their cases are in.*



# *In-Processing FOIA Requests*

- 1) Inspect submitter details.
- 2) Check assignment history – sometimes cases are inadvertently assigned to a command by another user.

Tracking Number : DON-NAVY-2015-007375	Submitted Date : 07/09/2015
Requester : [Redacted]	Last Assigned Date : 07/09/2015
Organization : [Redacted]	Fee Limit : \$300.00
Requester Has Account : Yes	Request Track : Simple
Email Address : [Redacted]	Due Date : N/A
Phone Number : [Redacted]	Assigned To : Commander, Navy Installations Command
Fax Number : [Redacted]	Last Assigned By : N/A
Address : [Redacted]	
City : New York	
State/Province : NY	
Zip Code/Postal Code : [Redacted]	

- 3) Ensure case has all elements of a perfected request:
  - a. Mailing Address
  - b. Fee Limit
  - c. Actionable Request Description



# *In-Processing FOIA Requests*

- After verifying submitter details:

- 1) Select Request Track
- 2) Determine Perfected Status \*
- 3) Choose Appellate Authority
- 4) Acknowledge receipt of request \*\*
- 5) Fill in Short Description
- 6) Determine public viewing setting.

\* Leave Perfected Status as "No" if reassigning case to cognizant command.

\*\* Will only work if requester's email is available.

**Request Details**

Status : Initial EvaluationDue Date : N/A0 (Never Started)

SubmittedEvaluationAssignmentProcessingClosed

Tracking Number : DON-NAVY-2015-007375Submitted Date : 07/09/2015  
Requester : [REDACTED]Last Assigned Date : 07/09/2015  
Organization : [REDACTED]Fee Limit : \$300.00  
Requester Has Account : Yes

Submission DetailsCase FileAdmin CostAssigned TasksComments (0)Review

**Request Handling**

1 Requester Info Available to the Public : No 6

2 Request Perfected : No

3 Appellate Authority : Select Authority

4 Acknowledgement Sent Date : [REDACTED]

Unusual Circumstances ? : No

5 Day Notifications : [REDACTED]

Litigation : No

1 Request Track : Simple

Fee Category : Select Fee Category

Fee Waiver Requested : No

Fee Waiver Status : N/A

Expedited Processing Requested : No

Expedited Processing Status : N/A

**Request Description** 5

Short Description : [REDACTED]

This is a Freedom of Information of Law request for a Certified Copy of the Boiler Inspection database as pertaining to the following jobsites:  
  
USS Constin (1956-1960)  
USS New Jersey (1956-1960)  
USS Missouri (1956-1960)  
USS Amphion (1956-1960)  
USS Donner (1956-1960)

**REMOVE PII!**



# *In-Processing FOIA Requests*

- 1) Verify Request Description does not contain PII.
- 2) Amend description if necessary.
- 3) Determine public viewing setting.
- 4) Add additional information as necessary.
- 5) Check Supporting Files for PII; redact and re-upload if needed. \*
- 6) Upload additional supporting files if applicable. \*
- 7) Determine public viewing setting.

### Request Description

Short Description : Records relating to [redacted]

Request copies of all records that mention my name, [redacted] (aka [redacted]) held by the Department of the Navy.

Description Available to the Public : No ☐ Has Description Been Modified? ☐

### Additional Information

Case # : [redacted]

Name of Local Command : [redacted]

Contract/Sol.# : [redacted]

Limit Request To Clearly Releasable Info : Select Limit Request To Clearly Releasable Info ☐

### Attached Supporting Files

Attachments Available to the Public : No ☐

Attached File	Type	Size (MB)	Remove
[redacted]	PDF	0.14	<input type="checkbox"/>

### Upload Supporting Files

If you are having problems, or do not see the "Select Files" button, switch to the basic uploader.

No attachments have been added.

\* These only include files sent by requesters.





# *Pop Quiz*

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- ☐ What must be done before any part of a FOIA request can be made available to the public?
  
- ☐ **Answer:** Remove and/or redact any instances of Personally Identifiable Information (PII)



# Fee Waiver Requests

- A fee waiver request is submitted in the form of a task.
- It may be viewed in “**My Cases**” if it is assigned to you. \*

**My Cases** Filter: All Results: 25

8 items found, displaying all items.

Tracking Number	Type	Track	Requester	Assigned	Due	Status	Detail
DON-NAVY-2015-007331	Task	Complex		07/08/2015	07/18/2015	Assignment Determination	
Expedited Processing Task							
DON-NAVY-2015-007331	Task	Complex		07/08/2015	07/08/2015	Assignment Determination	
Fee Waiver Task							
DON-NAVY-2015-007331	Request	Complex		07/08/2015	08/05/2015	Assignment Determination	

Request copies of all records that mention my name, (aka ) held by the Department of the Navy.

\* When a new request is submitted, tasks will be listed in “Unassigned Cases.”



# Fee Waiver Requests

- A fee waiver may also be viewed in in the “**Assigned Tasks**” section of the “**Request Details**” page of a FOIA request.

The screenshot displays the 'Request Details' page for a FOIA request. A red arrow points to the 'Assigned Tasks' tab, which is highlighted. The page shows the following information:

**Tracking Number :** DON-NAVY-2015-007331  
**Submitted Date :** 07/08/2015  
**Requester :** [Redacted]  
**Perfected Date :** 07/08/2015  
**Organization :** [Redacted]  
**Last Assigned Date :** 07/08/2015  
**Requester Has Account :** No  
**Fee Limit :** \$25.00

The 'Assigned Tasks' section shows a table of tasks:

Outcome	Assigned To	Assigned By	Date Sent	Due Date	Closed Date	Notification	Detail
Pending	[Redacted]	[Redacted]	07/08/2015	07/08/2015		<input type="checkbox"/>	<a href="#">View</a>
<b>Description :</b> Fee Waiver Task <b>Comments :</b> Representative of the news media							
Pending	[Redacted]	[Redacted]	07/08/2015	07/18/2015		<input type="checkbox"/>	<a href="#">View</a>
<b>Description :</b> Expedited Processing Task <b>Comments :</b> compelling need for this info							



# Fee Waiver Requests

To adjudicate a Fee Waiver, select “Edit or Close Out Task.”

**Create Correspondence**  
**Create Comment**  
**Create Consultation**  
**Create Referral**  
**Edit or Close Out Task**

**Task Details**

Task Type : Fee Waiver  
Due Date : 07/08/2015  
Task Submitted Date : 07/08/2015  
Task Received Date : 07/08/2015  
Assigned To : [User]  
Last Assigned Date : 07/08/2015  
Last Assigned By : [User]  
Description : Fee Waiver Task  
Comments : Representative of the news media

Submission Details | Case File | Admin Cost | Assigned Tasks | Comments (1) | Review

**Edit or Close Out Task**

**Fee Waiver**

Submitted Date : 07/08/2015  
Received Date : 07/08/2015  
Adjudication Start Date : 07/08/2015  
Closed Date : 07/10/2015  
Original Justification : Representative of the news media  
\* Decision : Deny  
\* Denial Reason : [Text Area]

- If the requester's email is on file, a notification will be sent informing him or her of the adjudication outcome.
- It may be a prudent course of action to send accompanying official correspondence explaining the outcome.



# *Expedited Processing Requests*

- Expedited Processing Requests may be viewed and processed in a similar manner as Fee Waiver Requests.
- Must be adjudicated ***within 10 calendar days of receipt***

A screenshot of a web application interface for "Expedited Processing". On the left, a sidebar contains two buttons: "Create Referral" (highlighted in grey) and "Edit or Close Out Task" (pointed to by a red arrow). The main content area is titled "Expedited Processing" and contains the following fields:

- Submitted Date : 07/08/2015
- Received Date : 07/08/2015
- Closed Date : 07/10/2015 (with a calendar icon)
- Original Justification : compelling need for this info
- \* Decision : Deny (with a dropdown arrow)
- \* Denial Reason : (with a large text input area and scrollbars)

- If the requester's email is on file, a notification will be sent informing him or her of the adjudication outcome.
- It may be a prudent course of action to send accompanying official correspondence explaining the outcome.



# *Pop Quiz*

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- ☐ Where can I locate any fee waiver and expedited processing requests? (select all that apply)
  - a) “Unassigned Cases” Tab
  - b) “My Cases” Tab
  - c) “Assigned Tasks” section of a request
  - d) All of the Above
  
- ☐ **Answer: D** – but remember - once a case and its accompanying tasks are assigned to an individual, they will no longer be locate in “Unassigned Cases.”





# Processing FOIA Requests

## Fee Estimate

- **Issue:** A “commercial” requester submits a FOIA request stipulating a **\$30** fee limit. The request is complicated and requires many hours of search and review.
- Conduct a fee estimate.
  - Form 2086
  - FOIAonline Fee Estimate
- Send a letter to the requester advising the projected cost.
- Stop the Clock (**give the requester a specific deadline to respond**)

RECORD OF FREEDOM OF INFORMATION (FOI) PROCESSING COST				REPORT CONTROL SYMBOL DD-DA&M(A)1365	
Please read instructions on back before completing form.					
1. REQUEST NUMBER	2. TYPE OF REQUEST (X one)	3. DATE COMPLETED (YYYYMMDD)	4. ACTION OFFICE		
2015-001297	<input checked="" type="checkbox"/> a. INITIAL <input type="checkbox"/> b. APPEAL	20141203	OLA/DNS-36		
5. CLERICAL HOURS (E-9/GS-8 and below)		FEE CODE	(1) TOTAL HOURS	(2) HOURLY RATE	(3) COST
a. SEARCH		1	0.00	X \$20.00 -	0.00
b. REVIEW/EXCISING		2	0.00		0.00
c. OTHER ADMINISTRATIVE COSTS		3	0.00		0.00
6. PROFESSIONAL HOURS (O-1 - O-6/GS-9-GS-15)/CONTRACTOR			(1) TOTAL HOURS	(2) HOURLY RATE	(3) COST
a. SEARCH		1	3.50	X \$44.00 -	154.00
b. REVIEW/EXCISING		2	8.50		374.00
c. OTHER/COORDINATION/DENIAL		3	3.25		143.00
7. EXECUTIVE HOURS (O-7 - ES 1 and above)			(1) TOTAL HOURS	(2) HOURLY RATE	(3) COST
a. SEARCH		1	0.00	X \$75.00 -	0.00
b. REVIEW/EXCISING		2	0.00		0.00
c. OTHER/COORDINATION/DENIAL		3	0.00		0.00
8. COMPUTER SEARCH			(1) TOTAL TIME	(2) RATE	(3) COST
a. MACHINE TIME (Not PC, desktop, laptop)		4	0.00	X \$20.00/hr -	0.00
b. PROGRAMMER/OPERATOR TIME (Human)					
(1) Clerical Hours		1	0.00		0.00
(2) Professional Hours		1	3.50	\$44.00/hr	154.00
9. OFFICE MACHINE COPY REPRODUCTION			(1) NUMBER	(2) RATE	(3) COST
a. PAGES REPRODUCED FOR FILE COPY		3	179	X .15 -	26.85
b. PAGES RELEASED		5	179		26.85
10. PRE-PRINTED PUBLICATIONS			(1) TOTAL PAGES	(2) RATE	(3) COST
a. PAGES PRINTED		5	0	X .02 -	0.00
11. COMPUTER PRODUCT OUTPUT/ACTUAL COST CHARGES			(1) NUMBER	(2) ACTUAL COST	(3) COST
a. TAPE/DISC/CD		6	0	X -	0.00
b. PAPER PRINTOUT		3	0		0.00
12. OTHER ADMINISTRATIVE FEES			(1) NUMBER	(2) ACTUAL COST	(3) COST
a. ALL POSTAGE/ADMINISTRATIVE (See instructions)		3	1	X 7.00 -	7.00
13. AUDIOVISUAL MATERIALS			(1) NUMBER	(2) ACTUAL COST	(3) COST
a. MATERIALS REPRODUCED		4	0	X -	0.00
14. SPECIAL SERVICES			(1) NUMBER	(2) ACTUAL COST	(3) COST
a. ALL SPECIAL SERVICES (See instructions)		6	0	X -	0.00
15. MICROFICHE REPRODUCED		5	0	X .25 -	0.00
FEE CODES					
1 Chargeable to "commercial" requesters. Chargeable to "other" requesters after deducting 2 hours.					
2 Chargeable to "commercial" requesters only.					
3 Not chargeable to any fee category.					
4 Chargeable to "commercial". Chargeable to "other" after deduction of the equivalent of 2 hours. (Example: deduct \$69.00 professional rate.)					
5 Chargeable to all fee categories after deduction of 100 pages (DOES NOT include "commercial").					
6 Chargeable to all fee categories. No deductions.					
18. FOR FOI OFFICE USE ONLY					
a. TOTAL COLLECTABLE FEES				\$0.00	
b. TOTAL PROCESSING FEES				\$885.70	
c. TOTAL CHARGED				\$0.00	
d. FEES WAIVED/REDUCED (X one)				Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
e. FEES NOT APPLICABLE (X one)				Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
See Chapter 6, Fee Schedule, DoD 5400.7-R, to determine appropriate assessment of fees.					

DD FORM 2086, JAN 2003 PREVIOUS EDITION IS OBSOLETE. Reset Adobe Professional 7.0



# Fee Estimate

**FOIAonline**

Home Search

My Cases

Unassigned Cases

Assigned Cases

Request Details

Make Assignment

**Estimate Costs**

Create Correspondence

Create Comment

Create Appeal

Interim Release

Transfer Request

Export Request

Begin Close Out Process

Print Case File

Tracking Number : DON-NAVY-2015-007266

Submitted Date : 07/03/2015

Requester : [REDACTED]

Last Assigned Date : 07/06/2015

Organization : [REDACTED]

Fee Limit : \$30.00

Requester Has Account : Yes

### Estimate Costs

Search Estimate :	Rate 1 :	10.00	hours @ \$44.00 /hr
	Rate 2 :	0.00	hours @ \$20.00 /hr
	Rate 3 :	0.00	hours @ \$75.00 /hr
Review Estimate :	Rate 1 :	25.00	hours @ \$44.00 /hr
	Rate 2 :	0.00	hours @ \$20.00 /hr
	Rate 3 :	0.00	hours @ \$75.00 /hr
Computer Search/Machine Time Estimate :		0.00	hours @ \$0.00 /hr
Computer Search/Programmer Estimate :	Rate 1 :	0.00	hours @ \$44.00 /hr
	Rate 2 :	0.00	hours @ \$20.00 /hr
All Postage/Administrative :		0	@ \$1.00 /ea
Paper Print Out :		0	@ \$0.00 /ea
Pages Reproduced for File Copy :		0	@ \$0.00 /ea
Microfiche Reproduced :		0	@ \$0.25/ea
Copy :		0	@ \$0.15/ea
Pre-Printed Publications :		0	@ \$0.02/ea
All Special Services :		0	@ \$1.00 /ea
Audiovisual Materials :		0	@ \$0.00 /ea
Tape/Disc/CD :		2	@ \$5.00/ea
Mailing :		1	@ \$6.00 /ea
Other :		0	@ \$1.00 /ea
<b>TOTAL ESTIMATE : 1,556.00</b>			

Note: Eligible discounts have been deducted from the total amount.



# Account for Processing Costs

- ❑ The “Admin Cost” function enables caseworkers to record costs accumulated through search, reviewing, copying, etc.

Tracking Number : DON-NAVY-2015-007331      Submitted Date : 07/08/2015

Requester : [Redacted]      Perfected Date : 07/08/2015

Organization : [Redacted]      Last Assigned Date : 07/08/2015

Requester Has Account : No      Fee Limit : \$25.00

Submission Details   Case File   **Admin Cost**   Assigned Tasks   Comments (1)   Review

Entries

No entries have been added.

**New Entry**

\* User Type : Agency User

\* User Name : Douglas Lipe

\* Billing Category : Rate 1

\* Charge Date : 07/09/2015

\* Charge Type : Search

\* Hours : 0.00

\* Billable? : Yes

SAVE CHANGES   CANCEL

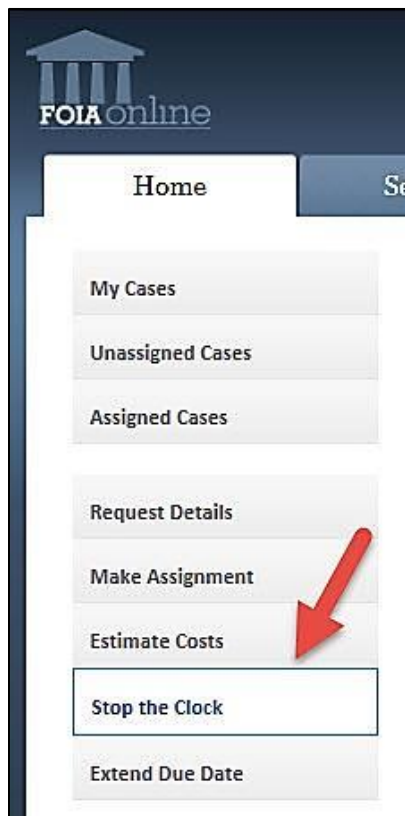
*This is an efficient method to log case processing costs.*

*All billable fees will be included in a final system-generated invoice.*



# *Stop the Clock* \*

- Stopping the clock is permitted:
  - 1) To resolve a fee discrepancy.
  - 2) To obtain request detail clarification.



**Stop the Clock**

No clock stoppages have been created.

**New Clock Stoppage**

\* Reason :

\* Notes :

\* Function can only be performed when a request is assigned to a specific caseworker.



# *Extending the Due Date*

---

- Required Processing Timeline
  - The FOIA mandates a *20-day* timeline in which to respond to perfected requests.
  - SECNAVINST 5270.42F permits a *10-day* extension for particularly complex cases.
  - In either case, you should communicate with the requester to discuss the expected completion date.
- Due Date Extension
  - After communicating with the requester, perform the “Extend Due Date” function in FOIAonline. \*

*\* This process is the best way to maintain good public relations (and to avert appeals and litigation).*



# *Pop Quiz*


---

- ☐ What instances will permit a caseworker to stop the processing clock in FOIAonline? (select all that apply)
  - a) The caseworker is really, really busy.
  - b) To clarify the request description or scope.
  - c) The case is just too difficult.
  - d) To resolve a fee discrepancy.
- ☐ **Answer: B and D**





# Extending the Due Date



Home

My Cases

Unassigned Cases

Assigned Cases

Request Details

Make Assignment

Estimate Costs

Stop the Clock

Extend Due Date

Tracking Number : DON-NAVY-2015-007331

Submitted Date : 07/08/2015

Requester : [REDACTED]

Perfected Date : 07/08/2015

Organization : [REDACTED]

Last Assigned Date : 07/08/2015

Requester Has Account : No

Fee Limit : \$25.00

### Extend Due Date

**Extend Due Date**

No previous Extend Due Date actions were found.

\* Is Extension due to Unusual Circumstances? : [ ] [v]

\* Estimated Date of Completion : 08/19/2015 [ ] [?]

\* Extension Justification : [ ] 0/256

**EXTEND DUE DATE** **CANCEL**



# *Transferring FOIA Requests*

---

*Hey! This request really doesn't belong to me...*

There are three methods by which to reassign/transfer a FOIA Request:

- 1) To transfer a request to another **Navy component or subcomponent** that uses FOIAonline, you may simply use the "Make Assignment" function.
- 2) To transfer a request to another **agency that uses FOIAonline**, use the "Transfer Request" function.
- 3) To transfer a request to an **agency that does not use FOIAonline**, then it should be closed in the system (as "Misdirected Request") and transferred via other means - email, fax, USPS, etc. \*

*\* Create a comment in the FOIA case to account for the transfer to "ABC Agency." (In case of appeal or litigation)*



# Transferring FOIA Requests

## Making an Assignment to another Navy Command \*

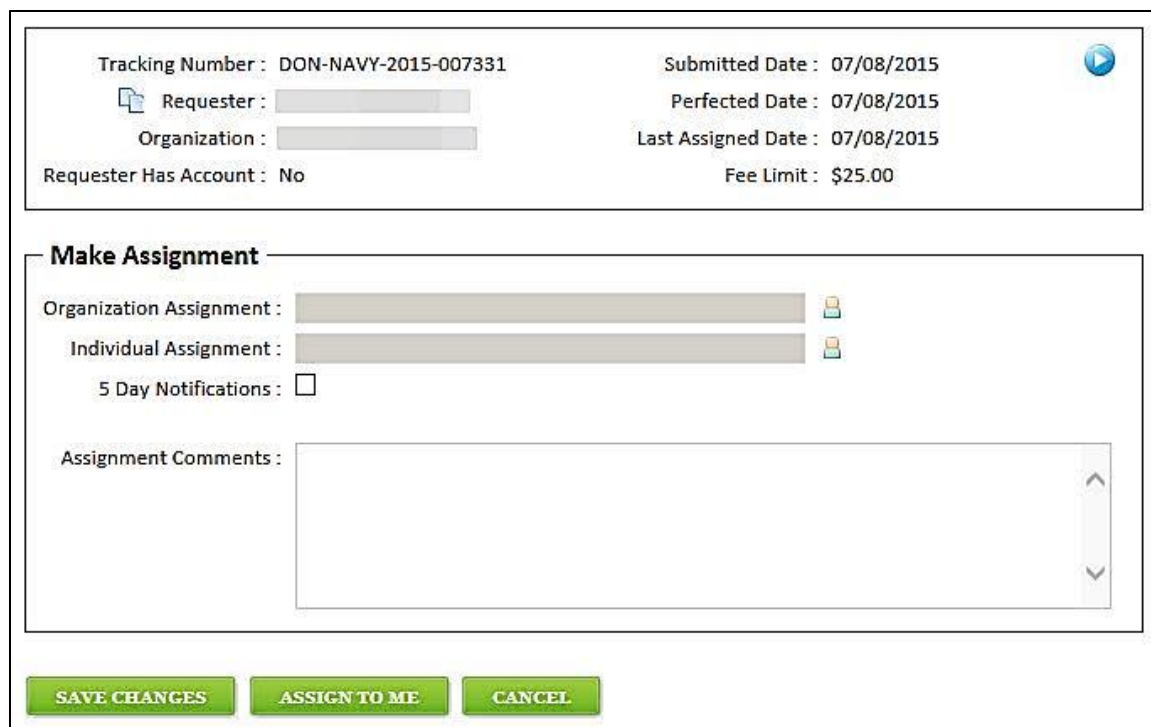


FOIAonline

Home

- My Cases
- Unassigned Cases
- Assigned Cases
- Request Details
- Make Assignment**
- Estimate Costs
- Stop the Clock
- Extend Due Date

A red arrow points to the 'Make Assignment' option in the menu.



Tracking Number : DON-NAVY-2015-007331

Submitted Date : 07/08/2015

Requester : [Redacted]

Perfected Date : 07/08/2015


Organization : [Redacted]


Last Assigned Date : 07/08/2015

Requester Has Account : No

Fee Limit : \$25.00

### Make Assignment

Organization Assignment : [Redacted] 

Individual Assignment : [Redacted] 

5 Day Notifications : ☐

Assignment Comments :

**SAVE CHANGES** **ASSIGN TO ME** **CANCEL**

\* Although FOIAonline will send an email to the command receiving the assignment...it is a prudent course of action to contact a command directly to discuss any reassignment action.



# Transferring FOIA Requests

## Transferring a Request to Another Agency in FOIAonline \*

The image shows the FOIAonline Home page navigation menu. The menu is a vertical list of buttons on the left side of the page. The buttons are: Home, My Cases, Unassigned Cases, Assigned Cases, Request Details, Make Assignment, Estimate Costs, Stop the Clock, Extend Due Date, Create Task, Upload Responsive Records, Create Correspondence, Create Comment, Create Consultation, Create Referral, Create Appeal, Interim Release, Transfer Request, and Export Request. A red arrow points to the 'Transfer Request' button.

The image shows the FOIAonline Transfer Request form. The form is a rectangular box with a white background and a black border. It contains the following information:

Tracking Number : DON-NAVY-2015-007331	Submitted Date : 07/08/2015
Requester : [Redacted]	Perfected Date : 07/08/2015
Organization : [Redacted]	Last Assigned Date : 07/08/2015
Requester Has Account : No	Fee Limit : \$25.00

**Transfer Request**

\* Referred Agency :

- Send correspondence to the requester informing him or her of this action and which office to contact to obtain the status of the request.
- Ensure the letter it is uploaded to the FOIAonline case file.



# ***Transferring FOIA Requests***

---

## **Transferring a Request to an Agency that does not use FOIAonline**

- Inform requester via FOIAonline correspondence that the case is being referred to another agency.
- Send casefile to cognizant agency via email, fax, etc.
- Upload case notes, emails, and correspondence to FOIAonline.
- Close case in FOIAonline as a "Misdirected Request."

**\*\* Closing FOIA requests will be covered in the afternoon session. \*\***



# ***Creating Correspondence***

---

- There are two primary reasons to create correspondence in FOIAonline:
  - To communicate with the requester.
  - To build a complete case file (emails, correspondence, case processing logs, fee estimates, etc.)
- The “**Correspondence to Requester**” function is used to communicate if the requester’s email is on file.
- The “**Other**” correspondence type is used to upload information for the record (not viewable by requesters).





# Correspondence to Requester

The image shows the FOIAonline Home page navigation menu. The menu is divided into two main sections. The top section contains links for 'Home', 'My Cases', 'Unassigned Cases', and 'Assigned Cases'. The bottom section contains links for 'Request Details', 'Make Assignment', 'Estimate Costs', 'Stop the Clock', 'Extend Due Date', 'Create Task', 'Upload Responsive Records', 'Create Correspondence', and 'Create Comment'. A red arrow points to the 'Create Correspondence' link.

## Create Correspondence

Note: To add correspondence to the case file without sending it to the requester, choose Correspondence Type "Other" (attachment or letter template required).

\* Correspondence Type :

Select Type

From : DONFOIA-PA@navy.mil

Email is based on agency configuration.

To :

Letter Template :

\* Email Subject :

\* Email Body :

Requester's email address.

07/09/2015 06:55 PM  
FOIA Request: DON-NAVY-2015-007331

Email body can be edited as desired or prepopulated from templates in "Administration" settings

## Correspondence Attachments

If you are having problems, or do not see the "Select Files"

Be careful which correspondence you upload.

Nothing found to display.

Left-click "create" when ready.



# “Other” Correspondence

FOIAonline

Home

My Cases

Unassigned Cases

Assigned Cases

Request Details

Make Assignment

Estimate Costs

Stop the Clock

Extend Due Date

Create Task

Upload Responsive Records

Create Correspondence

Create Comment

Create Correspondence

Note: To add correspondence to the case file without sending it to the requester, choose Correspondence Type "Other" (attachment or letter template required).

\* Correspondence Type : Other

Letter Template : Select Letter Template

Correspondence Attachments

If you are having problems, or do not see the "Select Files" button, switch to the basic uploader.

SELECT FILES

Nothing found to display.

Left-click "create" when ready.

CREATE CANCEL

## Applications for “Other” Correspondence:

- Case Processing Logs
- Emails pertaining to case
- Transfer, consultation, or referral letters
- Memoranda

**Remember:** The goal is to create a complete case file



# Uploading Files

*“This is kind of confusing. So, where do I upload all the files that go into a FOIA request?”*

Supporting Files	Correspondence “Other”	Correspondence to Requester	Responsive Records	Restricted Materials
FOIA Requests	Coordination Emails	Acknowledgement letter	Actual Responsive Records	Sensitive (unclass) files
Attachments to Requests	Research Materials	Interim Response	Placeholders	
Envelope in which it was sent.	Admin Log	Final Response		
	Memos	Any official correspondence		



# ***FOIAonline Correspondence***

---

## **WARNING:**

Do not attempt to simultaneously upload  
“other” correspondence AND  
correspondence to the requester!





# *Pop Quiz*

---

- ☐ Can you communicate with a requester through the “Correspondence to Requester” function if they don’t have an account?
  - a) Yes
  - b) No
  - c) It depends
  - d) Wait...you can send stuff to requesters in the tool?
- ☐ **Answer: C** – they must have a valid email address in their request submission.



# *Creating Comments*

---

- ❑ The comments section serves as a discussion forum (not viewable by requesters).
- ❑ Any caseworker that can view the request, can make a comment.
- ❑ The function is particularly useful to explain case processing actions including the following:
  - Reason for case reassignment.
  - Reason for transfer to outside agency.
  - Documenting a communication with a requester.
  - Case processing notes to other caseworkers.
- ❑ Comments may be edited or deleted.



# Creating Comments

Tracking Number : DON-NAVY-2015-007331

Submitted Date : 07/08/2015

Requester :

Perfected Date : 07/08/2015

Organization :

Last Assigned Date : 07/08/2015

Requester Has Account : No

Fee Limit : \$25.00

Submission Details

Case File

Admin Cost

Assigned Tasks

Comments (1)

Review

Date / Time	User Name	Edit	Remove	Detail
07/08/2015 09:31 AM	<input type="text"/>			

Requester has NOT properly described the records being sought Recommend drafting (20 Day) LTR to REQ stating the same

- In this case, a team lead wrote a comment in the case file directing a caseworker to contact the requester to clarify the request description.
- Comments are also useful to appellate authorities in the event an appeal is submitted.





# *Creating Tasks*

---

- Tasks allow multiple caseworkers and/or subcomponents to work on a case at the same time.
- Tasks may only be assigned laterally or to lower-echelon subcomponents.
- This function is useful for the following:
  - Determining cognizance over a request.
  - Conducting a search for responsive records.
  - Reviewing and redacting responsive records.
- A due date may be assigned to track open tasks.
- A request ***cannot*** be closed with tasks still pending.



# Creating Tasks

The sidebar menu for FOIAonline includes the following items: Home, My Cases, Unassigned Cases, Assigned Cases, Request Details, Make Assignment, Estimate Costs, Stop the Clock, Extend Due Date, Create Task, and Upload Responsive Records. A red arrow points to the 'Create Task' button.

## Task Assignment

### Assign to Organization

No organizations have been assigned.

**ADD ORGANIZATION**

### Assign to Individual

No individuals have been assigned.

**ADD INDIVIDUAL**

**\* Task Description :**

0/256

**\* Task Due Date :**

**\* Allow task recipient(s) to edit metadata?**

Select One

**CREATE TASK**

**CANCEL**

\* Allowing task recipients to edit metadata will enable them to alter request track setting, fee category, etc.




# Creating Tasks

How do I view all assigned tasks?

Tracking Number : DON-NAVY-2015-007331

Submitted Date : 07/08/2015

 Requester :

Perfected Date : 07/08/2015

Organization :

Last Assigned Date : 07/08/2015

Requester Has Account : No

Fee Limit : \$25.00

Submission Details












Case File

Admin Cost

Assigned Tasks

Comments (1)

Review

Outcome 	Assigned To 	Assigned By 	Date Sent 	Due Date 	Closed Date 	Notification	Detail 
Pending	<input type="text"/>	<input type="text"/>	07/08/2015	07/08/2015 		<input type="checkbox"/>	
Pending	<input type="text"/>	<input type="text"/>	07/08/2015	07/18/2015 		<input type="checkbox"/>	

SAVE CHANGES

UPDATE NOTIFICATIONS



# *FOIAonline Demonstration*

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[My Cases](#)

[Unassigned Cases](#)

[Assigned Cases](#)

[New Request](#)

[New Consultation](#)

[New Referral](#)

FOIAonline will undergo infrastructure maintenance and be unavailable from 12pm (ET) through 6pm (ET), Saturday, July 11.

**Welcome to the FOIAonline Agency Portal.**

The Agency Portal allows users to view requests created by the public and create requests which were received outside the system. Access existing requests through the My Cases, Unassigned Cases, or Assigned Cases dashboards to the left of the page, or the "Search FOIA requests..." box in the upper-right corner. Likewise, requests, consultations (from a non-participating agency), and referrals (from a non-participating agency) can be created using the corresponding actions to the left of the page.

**Help Desk** (8:00 am - 6:00 pm ET, M-F) | **Toll-Free:** (844) 238-7744 | **Local:** (970) 494-5506 | [Email Support](#)  
[Privacy and Security Notice](#) | [Accessibility Statement](#)

FOIAonline



# *Common Pitfalls*

---

- Not checking “Unassigned Cases” for new FOIA requests!
- Uploading agency files to “***Supporting Documents.***”
- Failure to perform the following actions:
  - Select request track.
  - Select fee category.
  - Select appellate authority.
  - Send an acknowledgement to the requester.
- Failure to remove PII from the request description or supporting documentation.



# *What's up Next?*

---

- ❑ The afternoon session will cover the following topics:
  - ✓ Processing FOIA Requests
    - ✓ Uploading Responsive Documents
    - ✓ Generating an Invoice
    - ✓ Closing Out a FOIA request
  - ✓ Using the Search Function
  - ✓ Using the Reports Function
  - ✓ Configuring Profile Settings
    - ✓ Administration Settings
    - ✓ Individual Account Settings



# *Saved Rounds*

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Got Questions??